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Suresh K. Chauhan

*Jaypee Unniversity of Information Technology, Wagnaghat, Solan, H.P.-173234, Suresh.kumar@juit.ac.in*

Ashok K. Bhatt

*Jaypee Unniversity of Information Technology, Wagnaghat, Solan, H.P.-173234, ashok.bhatt@juit.ac.in*

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**USER PERSPECTIVE ON LIBRARY SERVICES AT JUIT:  
AN INTERNAL SURVEY**

**By**

**Suresh K Chauhan\* and Ashok Bhatt\*\***

**\*Deputy Resource Manager, Jaypee University of Information Technology, Wagnaghat, Solan, Himachal Pradesh – 173 234 (INDIA). Cell No. +91 9555626161 Email: [suresh.kumar@juit.ac.in](mailto:suresh.kumar@juit.ac.in)**

**\*\*Professional Assistant, Jaypee University of Information Technology, Wagnaghat, Solan, Himachal Pradesh – 173 234 (INDIA). Email: [ashok.bhatt@juit.ac.in](mailto:ashok.bhatt@juit.ac.in)**

# **USER PERSPECTIVE ON LIBRARY SERVICES AT JAYPEE UNIVERSITY OF INFORMATION TECHNOLOGY, HIMACHAL PRADESH: AN INTERNAL SURVEY**

**Suresh K Chauhan\* and Ashok Bhatt\*\***

## **Abstract:**

Change has brought various dimensions in all aspects of human life. The availability of information at finger tips has enforced the libraries to get changed radically. Today, modes of information generation, its dissemination and management are different which we had in the last decade. Similarly, information needs of library users have also changed extensively and libraries are trying to keep pace with daunting changes taking place day by day. The Learning Resource Centre of Jaypee University of Information Technology has been front runner to adopt new technology to serve its users proactively. In this chapter, a survey was conducted to know the extent of satisfaction level of library users with respect to library services, infrastructure and on available information resources. A light was also thrown on how library users are using the library.

**Keywords:** Library Resources; Library Services; User behavior; Library collection; User's Satisfaction

## **1. INTRODUCTION**

The Jaypee University of Information Technology (JUIT) was established under Act No. 14 of 2002 vide Extraordinary Gazette notification of Himachal Pradesh in the year 2002. The University was approved by the University Grants Commission under Section 2(f) of the UGC Act. Throughout the years, JUIT has established itself as one of the prominent universities of the country. It was ranked 37th among all Indian universities in the ranking generated under NIRF (National Institute Ranking Framework) by the Ministry of Human Resource Development, Government of India in the year 2016. Since beginning the university has been focusing on its academics which allow presence of a proactive library system on the campus. The Learning Resource Centre (LRC) of JUIT has been pooling classic and scholarly resources on its key subject areas from across the globe. The university has published over 2200 research articles in the span of about 14 years and most of its research output is indexed by Scopus and Web of Science citation databases. The Library has over 34 thousand volumes of books and subscription of over 100 print periodicals and various online databases providing access to over 15 thousands journals and proceedings across the globe. The LRC has been extending its best services to the users and time to time initiated various value added services to promote academic and research culture on the campus. The LRC not only providing routine services but extended various add-on services by using web 2.0 technology.

Once, process of pooling scholarly resources as per the need of library users was streamlined, recently the process of converting this library as student centric library has been started. Therefore, need was felt to review various ongoing library services as well as what actually user wants from the library so that proper measures can be taken to address gray areas of the library system.

## **2. LITERATURE REVIEWED**

The exponential growth of user community and rapid change of their information seeking behaviour, as well as explosion of information gave rise to assess information needs of users and services provided by the academic libraries. Review of Literature is used as a base to elaborate a research topic because it signifies about what has already been done in your research area. It also recaps the theory and base behind your research. It is observed from the literature consulted that a corpus of data is available on evaluation of library services in academic libraries.

Roth (1974) had estimated that the average scientist spends between 20 and 25 of his working time in searching for information, therefore, it become essential for the libraries to study the information needs of its users. Martin (1976) mentioned that the time will soon come when librarians and users together determine the policies and programmes of the library. Simmonds and Andaleeb (2001) stated that it is essential for the libraries to assess information needs of library users as academic library users have different information needs and expectations from the library. As asserted by the Mahajan (2009) academic libraries must understand the information needs of faculty and students in to address them properly.

Paul and Lal (2005) in a survey analysed 105 responses of library users in Assam University library. They revealed that 35.23% students visited library everyday followed by 21.90% visited occasionally and 12.38% respondents were visiting library once in a week. They also highlighted that 92.38% of the respondents preferred electronic resources as compare to 7.61% print. The study also revealed that 49.52% visited the library for study purposes followed by 41.90% for borrowing books and 45.71% visiting the library for newspaper reading purpose. It was also reported that 30.47% respondents found library resources useful and 11.42% did not find library resources useful. Mahajan (2009) analysed the information seeking behavior of students at Panjab University, Chandigarh. She surveyed 250 responses comprising 100 undergraduates, 100 postgraduates and 50 research scholars. She found that 71% of undergraduates, 27% postgraduates and 46% researchers reported good collection of textbooks. Over 90% of the respondents were satisfied with the assistance being provided by the library staff in searching OPAC, using manual catalogue, circulation service and reference materials. Students were dissatisfied on bibliographic service, newspaper clippings and interlibrary loan facility of the library. Hossain and Islam (2012) studied the user satisfaction over library services by using SERVQUAL tool. They analyzed 340 questionnaires and observed that library opening hours were the prominent service positively highlighted by the respondents than other library services. Kaur and Mahajan (2012) surveyed libraries of seven institutes of North India. They analysed 132 collected responses of library users. They observed that 82% of the users were frequent visitors of the library and 6% never visited the library. They found that 70% of the respondents visit library for checking the availability of their needed documents. It was also reported that 85% of the respondents preferred online journals and databases which shows that users have affirmatively accepted the change from print information resources to electronic. Idiegbewan-Ose and Ugwunwa (2013) analysed 473 and observed that 68.1% of the respondents were very often visiting the library followed by 31.9% respondents visiting library sometimes. About 96.4% respondents were satisfied with the collection of textbooks and 89.3% respondents were satisfied with library staff. The study was also highlighted that about 34% of the respondents were dissatisfied with the photocopy and printing services in the library. Sivathaasan (2013) studied user satisfaction on library collection at the Faculty of Management Studies & Commerce,

University of Jaffna. The study revealed that 11.1% user satisfaction is influenced by the library collection and 88.9% satisfaction is determined by some other factors such as services, furniture, space, environment etc. Saini, Bhakar and Singh (2014) studies responses of 200 engineering students of engineering colleges in Rajasthan. They found that about 30% of the students visiting library everyday whereas 53% of the respondents were visiting library once in a week. They found that 95% of the respondents visiting library for books only and 25% were coming to library for reading newspapers. They further posited that 44% of the respondents were fully satisfied with the library collection whereas 14% were not at all satisfied. Mohindra and Kumar (2015) conducted a user survey of A C Joshi Library of Punjab University Chandigarh. They analysed 220 responses of students sitting in the in different sections. They found that 57.72% students were visiting library on daily basis and about 20% were visiting a few times in a week. They further evaluated that 86.36% of the students visited library for study and research purposes, followed by 58.63% to borrow books and 51.37% using different library materials. They stated that 71.49% respondents were of the view that library services are helpful in their academic and research pursuits and only 3.64% of the respondents were given negative view. Kumah (2015) conducted a survey in University of Ghana and analyzed 165 responses by using SPSS statistical tool. He found that 93.9% of respondents were using library and only 2.4% did not use. 80% of the respondents rated the use of library is very important whereas merely 1.2% stated that use of library is not important. About 97% of the respondents stated that library is playing an important part in their academics. He observed that online services are not much utilized as compare to manual services of the library.

From the above studies, it could be understood that library is because of its users; hence it is essential to proactively understand and assess information needs of users and to regularly review the library policies and programmes initiated to serve the users.

### **3. OBJECTIVES OF THE STUDY**

On based of literature reviewed above, the study confined to the objectives given below:

- To investigate how library users are using library services.
- To assess the level of satisfaction of library users on library facilities, resources and professionals.
- To understand the information needs of library users.
- To find out gray areas of library in users' perspective.
- To seek suggestions from the library users about library expansion.

### **4. METHODOLOGY**

Keeping in view the objective of the study, an open ended structure questionnaire was designed. A checklist of questions was prepared to collect the data. A random technique was used to select 400 registered visitors of the library from a population of 2096 respondents. A well structured questionnaire was distributed to 400 library visitors (students) in pursuit of collecting necessary primary data from the library visitors. The survey was conducted during the June month of 2016. The questionnaires were personally distributed to the students who were present in the library at that point of time. The population for this study consists of students of UG, PG programmes and Research Scholars of the university. Wherever needed the library users were also interviewed to seek opinion on asked questions. The basic statistical methods were applied by using MS Excel to analyse collected data.

## 5. FINDINGS

### 5.1.Population of the study:

A total 400 questionnaires were distributed among student visitors of the library and received 276 questionnaires back. Six received questionnaires were found unsuitable for the study. It shows that in total, 69% questionnaires were retrieved from the students, whereas 67.5% (270) were found appropriate for analysis. As stated in Table - 1, the respondents covered in this study shows that 218 (i.e. 80.74%) respondents pursuing B.Tech, 37 (i.e. 13.70%) M.Tech and 15 (i.e. 5.55%) were research scholars from the total population of 270.

**Table – 1**  
**Respondents covered**

Area of Study	No. of Respondents	Percentage (%)
Total	270	99.99%
B. Tech	218	80.74%
M. Tech	37	13.70%
Ph.D.	15	05.55%
Male Respondents	178	65.82%
Female Respondents	92	34.08%

### 5.2.Frequency of visiting the library:

As highlighted in Table – 2, the study population has been divided into 5 groups viz., 1 Daily, 2 alternatively, 3 weekly, 4 monthly and 5 occasionally. This revealed that majority of students 38.14% (103) were visiting library on daily basis. About 22.22% (60) students visit library alternatively followed by occasional visitors 17.40% (47) followed by weekly visitors 14.44 (39) and 7.77% (21) respondents indicated that they visit the library once in a month.

**Table – 2**  
**Frequency of library visiting the Library**

Frequency	No. of Responses	% of Responses
Daily	103	38.14
Alternatively	60	22.22
Weekly	39	14.44
Monthly	21	7.77
Occasionally	47	17.40

### 5.3.Purpose of visiting the library:

Respondents were given four options to broadly highlight their basic purpose to visit the library. The table – 3 reveals that 44.81% (121) respondents visit library for the purpose of study and research. The same numbers of respondents, i.e. 44.81% (121) were visiting library for circulation (issue/return) of books and other documents. About 6.67% (18) respondents visit library for browsing new books, e-resources and other required information whereas 3.70% (10) respondents visiting library for recreational purpose only. It shows that 90% of students were visiting library for doing study or research and also to get books issued and returned.

**Table – 3**  
**Purpose of library visit**

<b>Purpose</b>	<b>No. of Responses</b>	<b>% of Responses</b>
Study and Research	121	44.81
Circulation	121	44.81
Browsing	18	6.67
Recreation	10	3.70

#### **5.4.Availability of library resources:**

Library users were asked to indicate their perception about availability of information in the library collection. As highlighted in Table – 4, 18.89% (51) respondents were happy with library collection and they found it absolutely appropriate for them. About 68.15% (184) respondents were revealed that most of the library collection is appropriate as per their needs. 1.11% (3) respondents were found library collection appropriate sometimes only whereas 1.85% (5) respondents were not at all happy with the library collection.

**Table – 4**  
**Opinion on Library Resources (Collection)**

<b>Library Resources</b>	<b>Always</b>	<b>Mostly</b>	<b>Sometime</b>	<b>Never</b>	<b>Total</b>
Resources available in the LRC are appropriate for my course needs	51 (18.89%)	184 (68.15%)	30 (11.11%)	5 (1.85%)	270
Resources are up to date and relevant	48 (17.78%)	154 (57.04%)	65 (24.07%)	3 (1.11%)	270
You usually find the resources you need	48 (17.78%)	160 (59.26%)	54 (20.00%)	8 (2.96%)	270

The data also indicate that only 17.78% (48) respondents found library collection up-to-date whereas a majority of respondents, 57.04% (154) have revealed that most of the collection which they required was up-to-date and relevant to their information needs. 24.07% (65) respondents found the collection up-to-date and relevant at some extent only whereas 1.11% (3) respondents indicated that collection was never relevant.

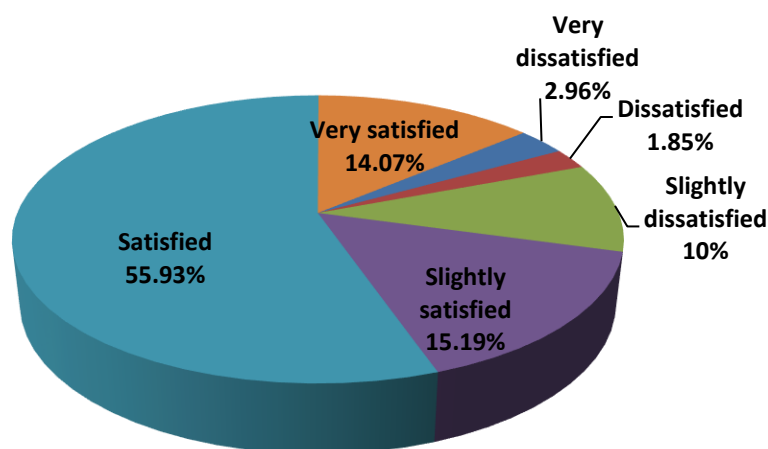
A large number of respondents come out with the opinion that library collection was easy to explore or browse. 17.78% (48) always and 59.26% (160) mostly found their needed resources in the library collection. Some students (20%, i.e.54) sometimes find it difficult to locate their needed documents or information and a small number of students (2.96%, i.e. 8) every time experienced difficulty in locating their needed resources.

#### **5.5. Satisfaction on Library Services:**

The respondents were asked to share their level of satisfaction on all services being rendered by the library. The respondents were asked to select from very satisfied, satisfied, slightly satisfied, slightly dissatisfied, dissatisfied and very dissatisfied ratings.

As broadly depicts by Chart -1, about 85% respondents are satisfied from the library services and 15% were dissatisfied at level slightly dissatisfied, dissatisfied and very dissatisfied. The Chart also shows that a majority of respondents, i.e. 55.93% (151) confirmed satisfied, 15.19% (41) slightly satisfied, 14.07%(38) respondents were reported very satisfied. Whereas about 10% (27) respondents were slightly dissatisfied, followed by 2.96% (8) very dissatisfied, and merely 1.85% (5) of the respondent were dissatisfied. It is clear from the above table that most of the user's are satisfied about the library services and a less numbers of users were not happy with the library services.

**Chart – 1**  
**Opinion on library services**



#### 5.5.1. Library updates:

Respondents were asked to highlight the source from where they know about library activities and programmes. The Table – 5 reveals that a majority of students, i.e. 47.41% (128) got to know about the activities and programmes from their friends, followed by 20% (54) through library alerts, 17.78% got updates from the library website whereas 8.89% (24) of the users received information from the library staff and 5.93% (16) stated that they know about the library activities and programmes from their teachers.

**Table – 5**  
**Respondents Response to know about Library Programmes through**

Get Information	No. of Responses	% of Responses
From Friends	128	47.41
From Library Alerts	54	20.00
From Library Website	48	17.78
From Library Staff	24	8.89
From Teachers	16	5.93

#### 5.5.2. Alert Services:

The respondents were asked to assess the usefulness of alert services being rendered by the library staff to keep them abreast with latest happenings and additions in the library. It observed



that 36% (97) respondents reported that they were mostly benefited by the services, 15% (41) respondents confirmed that they always received latest updates on library services and collection, 30% (81) felt they are sometimes being informed about library updates, whereas 19% (51) indicates that they never received any library update.

### **5.6.Opinion on Library Infrastructure:**

The respondents were asked to share their opinion on library infrastructure, including space, seating capacity, library hours, wi-fi connectivity and other equipments such as computers, photocopy machines etc. The purpose of asking this question was to know the perspective and requirement of students with respect to library infrastructure. As displayed in Table- 6, the respondents opined that the library computers and other electronic equipment related facilities were always accessible to 14% (38) and 35% (95) respondents says these equipments are mostly accessible to them, whereas the majority 42% (113) says that these equipments are sometime accessible, followed by 9% (24) who never got hands to such equipments in the library.

#### *5.6.1 Wi-fi connectivity:*

On Wi-Fi connectivity, respondents opines differently, 25% (68) respondents Felt that Wi-Fi connectivity affirmatively excellent, followed by 43% (116) stated connectivity has been ‘mostly proper’. About 28% (76) respondents said that sometime Wi-Fi remains slow to connect, whereas 4% (10) respondents indicated that Wi-Fi connectivity has never been proper. Library team has conducted personal interviews for such respondents to resolve the problem and in some cases found technical issues regarding gadgets instead of wi-fi connectivity.

**Table – 6**  
**Library Infrastructure**

<b>Library Facilities</b>	<b>Always</b>	<b>Mostly</b>	<b>Sometime</b>	<b>Never</b>	<b>Total</b>
Computer facilities and electronic equipment are accessible	38 (14%)	95 (35%)	113 (42%)	24 (9%)	270
Wi-fi connectivity is proper	68 (25%)	116 (43%)	76 (28%)	10 (4%)	270
Photocopying facilities are adequate	62 (23%)	135 (50%)	51 (19%)	22 (8%)	270
Library space is adequate	67 (25%)	127 (47%)	57 (21%)	19 (7%)	270
Opening hours are adequate – From 9am to 12pm (midnight)	112 (41%)	78 (29%)	40 (15%)	40 (15%)	270
Student computer area in the library is adequate	40 (15%)	73 (27%)	98 (36%)	59 (22%)	270

#### *5.6.2 Photocopy Service:*

Further, respondents were asked to share their opinions on photocopy facility in the library. It observed that 23% (62) respondents were found 'satisfied' and 50% (135) were chosen 'mostly satisfied' option. About 19% (51) stated that sometimes photocopying service was not good and only 8% (22) were found completely dissatisfied with the photocopy service of the library.

#### *5.6.3 Reading space:*

Respondent's views on adequacy of space revealed that 47% (127) respondents found library space is mostly adequate, followed by 25% (67) always found enough space to carry out learning activities, followed by 21% (57) respondents sometimes not finding space and about 7% (19) reported insufficient space in the library.

#### *5.6.4 Library opening hours:*

Library working hours are 08.30am to 12.00midnight during all working days. Users were asked to share their opinions on opening hours of the library. The analysis revealed that 41% (112) respondents are satisfied with the library timings followed by 29% (78) mostly satisfied with the library timings. About 15% (40) respondents shared that they found library timings sometime satisfied, and same proportion (15%; 40) of respondents revealed that library opening hours are not at all adequate and need to be increased.

#### *5.6.5 Computer area:*

In relation to know adequacy of students computer area available in library, 15% (40) respondents revealed that computer area in the library is enough, 27% (73) stated that it is mostly enough, majority of respondents i.e. 36% (98) indicated that sometime the computer area is adequate and about 22% (59) respondents were not happy with the number of computers and area allocated for this purpose.

### **5.7.Library Staff:**

The respondents were asked to know their assessment about the library staff from highly satisfied to highly dissatisfied levels. The Table – 7 revealed that 8.89% (24) respondents rated high level of satisfaction from the library staff, 62.22% (168) rated satisfied and 24.07% (65) stated that they were moderately satisfied. The analysis also highlighted that 2.96% (8) respondents were dissatisfied and 1.85% (5) were found highly dissatisfied from the library staff. Library staff plays an important role by providing quality services, assess and fulfill information needs of users in more personal manner.

**Table – 7**  
**Satisfaction of Respondents with the Library Team/Staff**

<b>Level of user Satisfaction</b>	<b>No. of Responses</b>	<b>% of Responses</b>
Highly dissatisfied	5	1.85
Dissatisfied	8	2.96
Moderately satisfied	65	24.07
Satisfied	168	62.22
Highly satisfied	24	8.89

### **5.8.Overall library system:**

Users were asked to rate their satisfaction level on overall library system. Table - 8 presents the opinion about the satisfaction level of library system at JUIT. It is found that majority of

respondents, i.e. 55.93% (151) have rated their satisfaction level as ‘satisfied’, followed by 15.19% (41) ‘slightly satisfied’, followed by 14.07%(38) respondents were ‘very satisfied’. It was also noticed that 10% (27) respondents were ‘slightly dissatisfied’, followed by 2.96% (8) ‘very dissatisfied’, and about 1.85% (5) were found ‘dissatisfied’. It is evident that that most of the user’s are satisfied from the library system and still a vast scope of improvement can be seen as satisfied dissatisfied level need to bring at the level of ‘very satisfied’ in near future.

**Table – 8**  
**Satisfaction Level of Respondents about the overall library system**

<b>Library services</b>	<b>No. of Responses</b>	<b>% of Responses</b>
Very dissatisfied	8	2.96
Dissatisfied	5	1.85
Slightly dissatisfied	27	10.00
Slightly Satisfied	41	15.19
Satisfied	151	55.93
Very satisfied	38	14.07

#### **5.9.User Expectations:**

Users were given different options to highlight their expectations from the library. As reported in Table - 9, the 21.85% (59) of the respondents need silent reading zone in the library. 28.15% (76) respondents needed installation of new computers, followed by 20% (54) asked for Audio-Visual materials in library collection, whereas 17.04% (46) needed space for group discussion and 12.96% (35) respondents wanted provision for holding some extra-curricular activities.

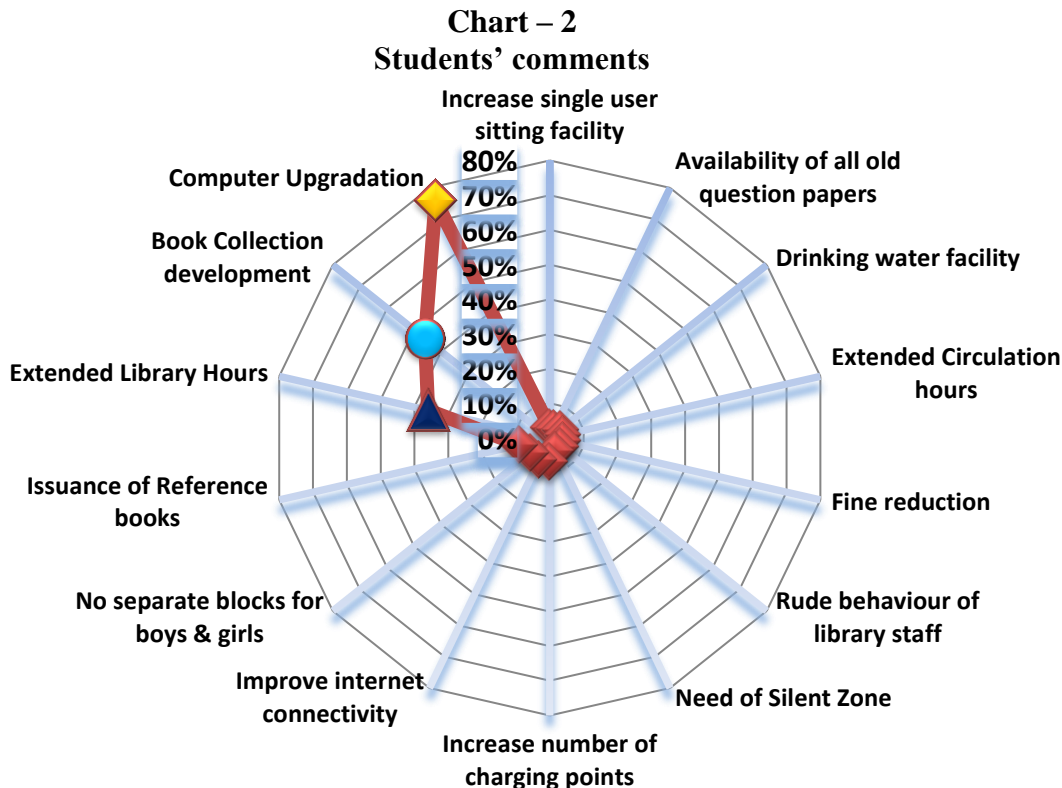
**Table – 9**  
**Respondents Expectation from the Library**

<b>Services</b>	<b>No. of Responses</b>	<b>% of Responses</b>
Silent Reading Zone	59	21.85
Computers to access e-resources	76	28.15
Audio-Visual Material	54	20.00
Group Discussion	46	17.04
Extra Curricular activities (Collage, Mind Game, Poster making, Treasure Hunt, Ect.)	35	12.96

#### **5.10. Students’ critical comments:**

Respondents were asked to highlight specific multiple areas which in their opinion need serious improvement, hence while analysis, total percentage of respondents gone high. In total 140 respondents highlighted specific gray areas and from these respondents, 75.71% (106) have stated that computer up-gradation is the essential step library needs to take, followed by 45.71% (64) students revealed that latest issue of books need to be added in the library collection. About 35.71% (50) respondents asked to extend library opening hours and 8.57% (16) respondents asked that reference books can also be circulated among students. Similarly various other areas such as 7.14% (10) asked for improvement in Internet connectivity, increase in the number of laptop charging points, etc. Other issues such as need of silent zone, reduction in fine system,

drinking water facility, space for group discussion and others issues were also highlighted in Chart – 2.



## 6. DISCUSSIONS AND SUGGESTIONS

### 6.1. On library usage:

it is evident from the analysis that about half of the students are visiting library on daily and alternatively. Whereas, good number of students are visiting library on weekly, monthly and occasionally. Library needs to work on converting occasional visitors to regular visitors of the library. About 90% of the students are visiting library for study, research and getting books issued. A few are visiting library for reading newspapers and browsing Internet. Keeping information needs of students, a more student centric programmes and services can be initiated. It is also very important to involve students while planning any new service and programme for them in the library. It is advisable if students may also be included in the library committee. Mostly, students are easily able to find their resources in the library collection but one-fifth of the students only finding their needed documents sometimes or even not finding their documents at all. To overcome this problem Library collection should be well classified and arranged properly and a regular orientation to users about OPAC search, collections available and arrangement order of various collections can be given.

### 6.2. On library services:

Library has been various services to its users. It is cleared that about 85% of the students recorded that they are satisfied from the library services but library needs to focus on the 15% of the students who reported dissatisfaction on library services. Library services need to be evaluated on regular basis so that these can be streamlined as per the current requirements of the

users. The library staff still has to work upon understanding the information needs of end user so that new add on services can be adopted as well as already extended services can be improved in a proactive manner. Library is a place where users fulfill their informational needs, get study materials, daily newspapers, current journals, magazines etc. Therefore, it is important to have a good library website, modern alerting systems and services and awareness programmes.

### **6.3.On library Infrastructure:**

It is evident from analysis that a majority of respondents are satisfied with Library Opening Hours and dissatisfied with availability of computer area in the library. Inadequate infrastructure such as computers, Internet/Wi-Fi connectivity, photocopiers, shortage of latest materials, unorganized library catalogue is some of the basic obstacles to library use. Library should identify the users who need specific services as students engaged in sports activities need different privileges in the library similarly students who participate in different extra-curricular activities may need different set of library privileges. It also envelopes provision of maintaining conducive reading environment with suitable infrastructure and sufficient space. These are some of the basic requirements library needs to ensure for providing access to information and rendering various library services.

### **6.4.On Library staff:**

Students also shared their opinion on library staff. About 71% students are found satisfied from the library staff whereas nearly 29% of the students rated library staff as moderately satisfied, dissatisfied and highly dissatisfied. This 29% population of indicates that library staff need a kind of orientation on rendering user centric services in the library. They need to understand students' information needs and also address those needs in more efficient and effective personal manner. Library staff also needs practical exposure on various user centric best practices of other libraries.

### **6.5.On user Expectations:**

Users have multidimensional expectations from the library. They want that their library should have state of the art equipments. They need a separate area in the library which should be treated as silent zone similarly they also need separate space where they can study in groups where academic and research related discussions also take place. They need installations of latest computers in the library addition of audio-visual materials in library collection. They also expecting library to provide some space so that they could carry extra-curricular activities, such as mind games, quizzes, etc in the library. Sooner or later libraries have to come up with the provisions which users are expecting today. Their expectations not only enforce libraries to check their ongoing programmes and policies but also libraries need to revisit their future plans.

## **7. CONCLUSION:**

This is very important to understand information needs of users on regular basis so that a check can be kept on initiating or re-initiating library services to address these information needs frequently. Day by day, innovations in information and communication technology are making drastic changes in user behavior as well as on information needs. Therefore, these changes are presenting continuous challenges to library professionals to keep end user abreast with the latest development in his/her area of interest. Library professionals also need to keep themselves up to date with latest technologies and areas to address information needs of users. LRC at Jaypee

University of Information Technology has been serving its user more proactively and effectively. The library staff is trying to keep pace with the latest development to understand new technologies involved in managing and disseminating scholarly information. It is expected that gray areas highlighted by the users will soon be addressed and users' expectations will always be kept as first priority in any of the library planning.

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